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ABSTRACT

This module is intended for use by the instructor who wishes to integrate a unit on telecommunications into an Administrative Support Occupations I & II course. Contents include a list of materials needed to teach the unit, a list of competency goals and objectives, and some materials necessary for the two parts of this module: access to a news retrieval service and telecommunications using DIALOG Information Retrieval Service. Each part consists of a list of activities and recommended time. The activities suggest teaching aids and materials and teacher and student activities. Addresses and telephone numbers of sources are appended. (YLB)

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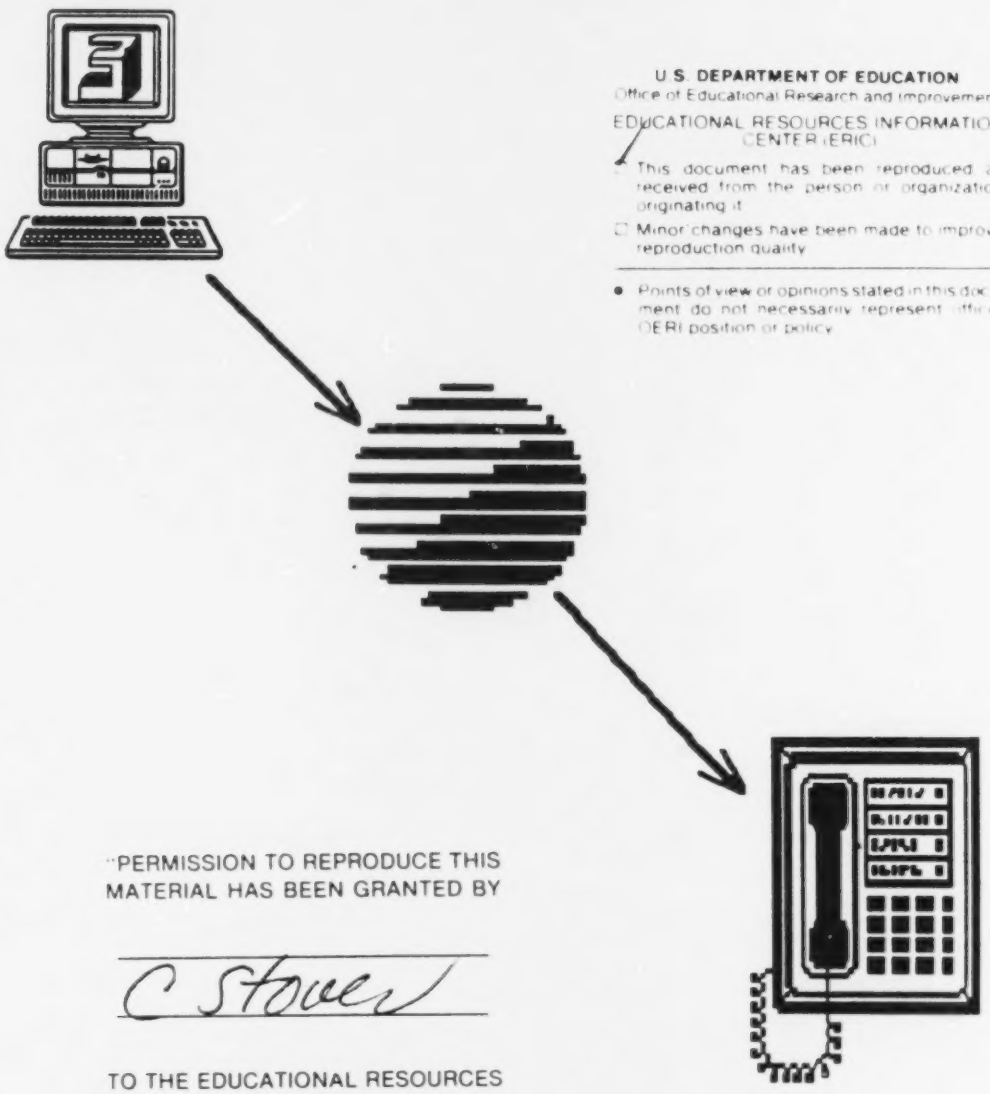
TALK

Telecommunication Aids in Learning the Keys

ED339805



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Module IV: Administrative Support Occupations I & II

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Course Title: Administrative Support Occupations I & II

Module: Telecommunications

Materials Needed:

Part I - Access to a News Retrieval Service (Dow Jones, Dialog, CompuServe, & The Source are examples--NBEA also has a news retrieval service)

Any computer with modem

Ten-button telephone

General purpose adapter

Instruction Booklet for News Retrieval

Sample Exercises

Test items

Part II - VCR
Dialog Training Video

Dialog Training Video Instructions and Practice Exercises

Competency Goals and Objectives

1. To become familiar with the various types of telecommunication used in the business world.

2. To realize the time-saving devices using telecommunication in research.

3. To become familiar with terms used in telecommunication.

4. To be able to identify hardware and software necessary for telecommunication.

5. To perform a variety of telecommunication tasks through activities and a simulation.

6. To learn to use a telecommunication news retrieval service.

7. To become aware of the impact of telecommunication on society.

Part I - Telecommunications using Dow Jones News Retrieval Service

Materials: Computer/Modem/Telephone Line
DOS
Communications Diskette - (SmartCom™ Software)
Access to Dow Jones News Retrieval Service (Password)

Instructions:

Logging On:
A> b:
B> scom
Select #1 - Begin Communications
Shows menu
Select O
Select Z
Phone #: 13323131 (Charlotte area)
Wait until screen clears
Hit: Enter, Enter, Enter
@ c dow
What service? DJNS
Password: (??????????)
What query? (Type any of the access codes)
Exa. //movies, //sports, //books, etc.

Logging Off: Disc/enter

Hanging up telephone: F1, O, H

Practice Exercises

Example 1: Prepare a report on the college of your choice. Use //schools and type in the correct name of the college of your choice.

Example 2: Find the weather for your area by using //wthr.

Example 3: Find out the best-selling books (fiction and non-fiction) using //books.

Example 4: You have free time this weekend and would like to go to the movies and can't decide what you want to see; using //movies find the top movies, a brief description, rating and length of each.

Example 5: You have a report to turn in on computers, find the information quickly by using //encyc.

*By now you are familiar with how the system works, all you need is the access code. By typing in //symbol, you can get a comprehensive listing of symbols and codes used with Dow Jones News Retrieval databases. At the bottom of this sheet is a brief listing of the ones most often used for classroom activities.

**By typing // database code and pressing (enter) you can change to a different query. (A reference card for text-search services and access codes comes with the purchase of the service.)

Listing of general service access codes:

//OAG - Official Airline Guide (Schedules, fares and hotel/motel information)

Commands in //OAG

Type	To Request
/I (Return)	Information & Assistance
/F (Return)	Fares
/S (Return)	Schedules
/T (Return)	Travel Discounts
/H (Return)	Hotel/Motel Information
/M (Return)	Commands menu
/C (Return)	Review or cancel reservation

// ENCYC - Academic American Encyclopedia

// SCHOOL - College Selection Service

// STORE - Electronic Shopping Service

// MOVIES - Movie Reviews (back to 1926)

// BOOKS - Reviews of fiction and non-fiction works

// SPORTS - Sports reports (updated continuously)

// WTHR - Current weather reports and three-day forecasts for 100 U.S. and foreign cities.

// SYMBOL - Symbol directory: listing of symbols and codes used with databases.

Telecommunications Module for Administrative Support Occupations I & II

Part I - Test Items (Using Dow Jones News Retrieval Service)

Directions: Now that you have had practice securing information from most of the services offered by Dow Jones, you are ready to test your skills by successfully completing the following assignments.

Assignment 1: (A.) You are interested in business management or accounting as a career and can't make up your mind. Use the encyc database (//encyc) to research these occupations and get a complete job description and overall advantages to each of these occupations. Collecting background information will help you make your decision.

(B.) To further your career, you are interested in NYU or Harvard. Use the school database (//school) and compare the two school's academic programs and tuition costs.

Assignment 2: You are employed as a secretary to a major advertising firm. Your employer has to take a trip to Atlanta, Georgia at the end of the week. Your job is to select a flight on any major airline that will give him the most direct flight.

(A.) Use the Official Airline Guide (//OAG) to determine the following:

Airline
Flight #
Departure/Arrival Time
Cost (Business/Coach/First Class)

(B.) Use //AOG (/h) to get the hotel/motel closest to Peachtree St. and single rates.

(C.) Since he will be there for three days, check the weather for the extended forecast for Atlanta using //WTHR.

(D.) Type an itinerary for the trip.

(E.) While your employer is in Atlanta, he might like to take in a movie. Using the movies database (//movies), get a list of the top movies, select three that you think he would like and get a review of the three including cost, rating, and length of each movie.

**All report information will be printed out from the service, taken to the student's personal work station and analyzed based on the information sought in each assignment. A student-revised report will then be submitted to the instructor.

Part II - Telecommunications using DIALOG Information Retrieval Service

Materials: Training Video (Videotape - 45 minutes)
Dialog Instructions & Practice Exercises
Logon Procedures & Dialnet Phone Numbers
Information on Dialog Connection

Logging On: Use instruction manual

Practice Exercises: Described and illustrated in Dialog's instruction manual, "Introduction to Searching".

Purpose: Rapid search and retrieval of four types of records. This covers approximately 275 databases. You pay according to the amount of time you log on using your password.

1. **Bibliographic** (Search by title, author, name of publication, name, etc. -- not full text)
2. **Directories** (Description of sources)
3. **Numeric** (Numeric and tabular display)
4. **Full Text** (Provides the complete text of articles)

Test Item: Find as many books and magazines as possible that relate to the leadership qualities of President Ronald Reagan. Narrow the sources down to three and get full-text printouts. Keep a copy of the list of biographic records for future reference.

REFERENCES

AT&T Services (Merlin System Users)

901 West Trade Street
Charlotte, NC 28202
1-800-247-7000

Dialog Information Services, Inc.

3460 Hillview Avenue
Palo Alto, CA 94304
1-800-227-1960

Dow Jones & Company, Inc.

P. O. Box 300
Princeton, NJ 08543-0300
(609) 520-4746